Message: Database issues

Database issues

From	Carrie Hoelscher	**Date**	Wednesday, February 1, 2017 1:55 PM
To	Kraft, Emily		
Cc			
Journal Recipients	Emily.kraft@oa.mo.gov		

image003.png (7 Kb HTML) **image004.jpg** (4 Kb HTML)

Hi Emily,

Gina and at ThriVe is having issues with the database telling her in the client intake form that there has been 30 minutes of inactivity and that she has been timed out, but she has not been logged in for 30 minutes for that to actually be the case. She has also received this same message when moving from her profile page into the client intake form. Any suggestions or is this an ITSD issue? She has tried exiting the browser and logging back in and the problem persists.

Also, Gina and Carolyn are both having issues with losing data they've already entered onto the client intake form. If they select certain drop down menus all previously entered info disappears, so they're unable to complete client intakes. Please advise.

Regina at ThriVe has entered 3 clients and assigned them to Julie Guariglia, however, when Julie logs in she can't see them under her log in, she can only see the one client that she entered herself. Please advise.

Teresa at Alternatives is unable to complete birthing outcomes and EPDS forms. I've asked what specifically is happening and for any error messages she may be receiving and will pass that along to you when I hear back from her. I thought I'd go ahead and let you be aware of the problem though.

Question, will I have access to the monthly client forms that our subs submit? If not, can we make that happen? Because there is no longer an IPCP I feel it's imperative for me to be able to access that information in order to assist my management of clients and subs.

Thank you!,
Carrie

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